

## Web User Preferences, Notify/Reach Me, and General Options Quick Reference Guide (QRG)

Any Telephone – Aura Messaging 6.3

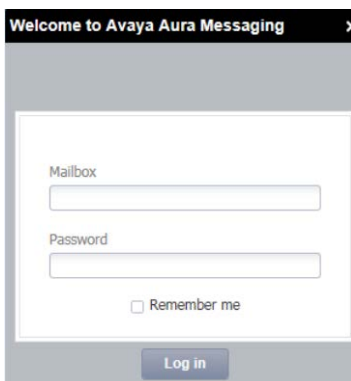
◆ **This Guide provides administration instructions for Notifications and Call Handling using the Aura Web Messaging and Web User Options portal**

### Accessing the Web Portal

- The Web portal supports the following:
  - Internet Browsers minimums:
    - Internet Explorer 9.0 or later
    - Mozilla Firefox 30 or later
    - Google Chrome 35 or later
    - Safari 6 or later
  - Device and Application minimums:
    - Windows 7 or later
    - Apple Mac OS 10.7 or later
    - Adobe Flash Player 14 or later

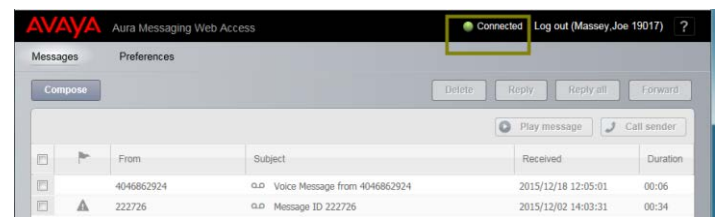
If you have none of the above, please contact your Telephone Administrator to have your options administered for you

- Browse to [www.ndsu.edu/voicemail](http://www.ndsu.edu/voicemail)
- Login using:
  - Your 5-digit Voice Mailbox Extension
    - Do not use dashes in the number
  - The Voice Mailbox numeric Password you use when logging in through your phone



### Connection Status

- The connection status is provided in the right-hand corner of the screen
- *Connected* indicates that the application can connect to the Messaging System and is receiving updates
- *Disconnected* indicates that the application cannot connect to the Messaging System and is not receiving updates

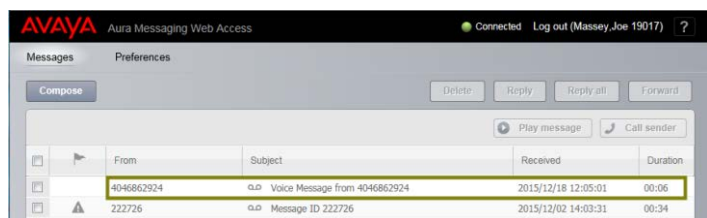


### Playback Devices & Options

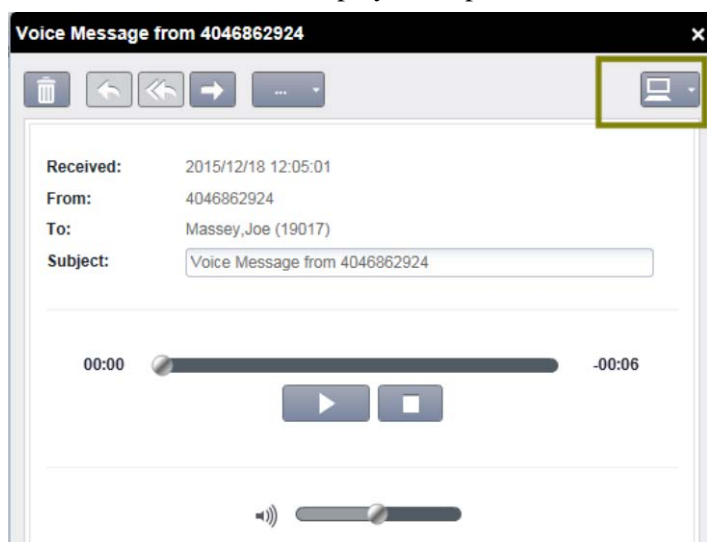
- A message can be played on a personal computer with speakers or on a telephone. You can select your playback devices while performing any of the following functions:
  - Composing a new message
  - Playing a message
  - Forwarding a message
  - Replying to a message
- The playback options are:
  - Play/Record through the desktop
    - Requires desktop speakers and microphone (internal or external)
    - This is the recommended option for the better user experience
  - Play/Record through a telephone
    - The dialog boxes prompt you to specify your telephone number
    - When using the telephone as your default playback device, you must login to your Mailbox using your telephone

## Playing a Message

- Messages are displayed with the most recent at the top
- Double-click the message or right-click and select *Play Message*



- The Playback dialog box will open and will begin playing the message with the default playback option (desktop speakers) shown below in red
- The options to Delete, Forward, and Call Sender are shown to the left of the playback option



## Changing the Playback/Record Method

- Select the Playback/Record method desired
  - When the method is changed, the system will remember this setting for the remainder of the current and any future login sessions
- The telephone number to be called is administered under User Preferences > General > *Play On Phone* as detailed later in this guide

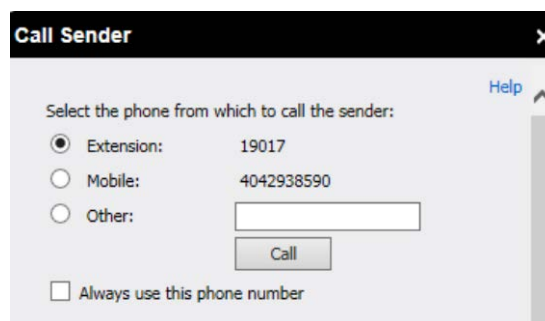


## Right-Click Message Options

- Right-click a message to edit the subject, change the status (Played/Read vs. unplayed/un-read), and to Reply, Forward, Play, Call Sender, and delete

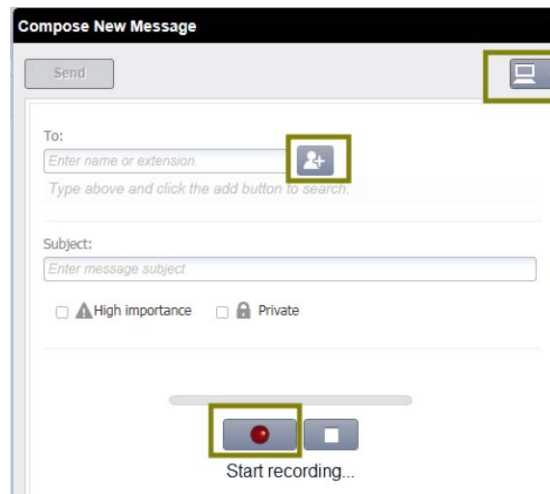
## Using the Telephone Interface

- If your *Play On Phone* User Preferences have specified a number to use, the *Compose*, *Play Message*, and *Call Sender* buttons will cause the system to call you at the specified number to complete the transaction
- If your *Play On Phone* User Preferences have not specified a number to use, the *Compose*, *Play Message*, and *Call Sender* buttons will cause the system open a dialog box for you to select the number to use to call you in order to complete the transaction



## Composing & Forwarding a Message

- Click the *Compose* button or after highlighting a message, click the *Forward* button
- Enter the name or extension of an Aura Messaging recipient and click the + button to add the person to the list of recipients
- Enter a *Subject* and select *High Importance* or *Private* as applicable
- If using the desktop microphone to record, click the *Record* button
- If using the telephone to record, change the interface to *Play Record through the Telephone* and click *Call*



## User Preferences

- Click *Preferences* at the top of the window



## General Preferences

- **Provides the ability to administer:**
  - Location Time Zone and Language
    - The time zone determines the time-stamp on messages you receive
  - Mobile Phone or Pager
    - This is used for Notify Me to send text notifications of receipt of a voicemail
    - The number is entered in the **10-digit format** with Area Code and Number for US& Canada Numbers and in the **+Country Code Number** format for International Numbers
  - Fax
    - If you have subscribed to fax service, the fax options will display
    - Enter the Email Address where you wish to receive your faxes
      - (a) The email address is automatically populated from the *Notify Me / Email Notifications* field if it has been previously administered. However, administration of *Notify Me* is not required for Fax and the Fax field can be independently administered
      - (b) Changing the *Notify Me / Email* information does not automatically update the Fax information
  - Play on Phone
    - You can play messages using your desktop media player or by logging in through your phone
  - Attendant
    - The extension to which a caller is transferred if they Press (0) after reaching your mailbox

Example of other General Preferences shown below:

### Location and Language

Time zone: (GMT-06:00) Central Time (US & Canada)

Language: English (United States) ▾

### Mobile Phone or Pager

Use this mobile phone or pager for "Notify Me" and other features:

Mobile phone in directory: Not Available

Other mobile phone or pager: 2002229999

### Fax

Forward fax messages to:

Email address in directory: Not Available

Other email address: john.doe@nds.u.edu

### Play On Phone

When playing a voice message in Outlook using "Play on Phone":

Always use this phone: extension: 19017

Ask me every time which phone to use

### Attendant

When callers press "0" during my greeting, forward to:

Default attendant (operator)

Personal attendant/assistant:

If a call is not answered by your attendant, your voicemail will be sent to the attendant's voicemail

## Notify Me

- **To have a text message sent to a PDA/Mobile Phone when a message is received or to receive an email notification:**
  - Requires that you first administer a *Mobile Phone or Pager* in the *General* options as detailed above
  - Select *Notify Me* from the left tree
  - Phone Notifications:
    - You can receive a text notification to a PDA/Mobile Phone
    - Be sure to select the appropriate *Mobile Provider* from the list box
    - *Important* messages are those which a sender marks as important after recording the message
  - Email Notifications:
    - Some subscribers have selected the Mutare Speech-to-Text feature which provides email notifications with a text conversion of the speech. **Do not administer the Aura Messaging Email Notification feature below when you have Mutare as you will get two emails as a result.**

## Notify Me (concluded)

- Email Notifications: (concluded)
  - When receiving an non-Mutare email notification, you can select inclusion of the voicemail as an MP3 file attachment in the email
    - (a) Aura Messaging users can create and send a message to you marked as *Private* which will result in an email notification without the file attachment
    - (b) Activation of Email Notifications is not required for Fax functionality

### Phone Notifications

Notify me when a new voice message arrives

With a text message or page to:

With a phone call to:

Mobile provider:

Only for important messages

### Email Notifications

Email me a notification for each voice message

To email address:

Include the recording

## Reach Me

- **To have the system try up to three telephone numbers in the order you administer them before sending callers to your voice mailbox**
  - When Reach Me is active, you are notified that *Reach Me is enabled* each time you login using the phone
  - Select *Reach Me* from the left tree
  - Caller Categories:
    - Callers can be all treated the same or the system can only try to reach you when messages have been received from other voicemail users on the system
  - Call Handling:
    - Only works when you either don't answer your phone or have Send All Calls active
      - If your phone is busy, callers go to voicemail
    - Go to voice Messaging
      - Reach Me is not active
    - Forwards callers to the Reach Me numbers you administer

- System prompts callers, *To leave a message Press Star now, otherwise, I will try a different number*
- Optionally ask callers to record their name
- When you are reached you will hear a tone and the system will prompt, *You have a call from (plays name if recorded by the caller). To accept it, press one, to transfer the caller to your mailbox press two*
  - If you don't press one, the system tells the caller, *Sorry but the person you are calling is not available. Transferring so you can leave a message*

- Reach Me Numbers:
  - You can administer up to three numbers which the system will try in the order you administer
    - (a) The number is entered in the **10-digit format** with Area Code and Number for US & Canada Numbers and in the **+Country Code Number** format for International Numbers
  - Callers wait the whole time the system is trying the numbers before reaching voicemail
  - You specify how many rings at 5-seconds per ring, the system tries each number
  - Your Mobile Phone, if previously administered in *General* options, can be selected as one of the choices
- Reach Me Schedule:
  - You can administer the time interval and days of the week that Reach Me is active

### Caller Categories

When callers try to reach me:

Treat all callers the same

Distinguish between priority callers and other callers

Priority callers are other voicemail users on this system

### Call Handling

For all callers, when I do not answer on my extension:

Forward calls to the Reach Me numbers below

Before forwarding, ask callers to record their name so I can screen the call

Go to voice messaging

### Reach Me Numbers

Forward calls to the following phone numbers (up to three), in this order:

First:

After  rings:

### Reach Me Schedule

Forward calls only between:

and:

on:  Monday  Saturday

Tuesday  Sunday

Wednesday

Thursday

Friday

## My Phone

- **To administer the message playback order and speed and administer the date/time announcement and voice recognition features**
  - Select *My Phone* from the left tree
  - Select the order for unread, read, and saved message playback
    - Play newest first
    - Play oldest first
    - Play important messages before others
  - Message Playback Speed
    - Select the Default speed level for message play back
    - You can also control this using the Telephone User Interface (TUI) when you use the phone to retrieve your messages
  - Date and Time Announcement
    - When this is selected, you always get the Message Header information for each message
    - When this is not selected, you only get the Message Header information when you press (5) during message retrieval
  - Voice Recognition for Addressing
    - When recording and then addressing a message, you can select the option of either saying the name of the recipient or entering their mailbox number using the telephone key pad
  - The following example shows the default settings with the exception that *Play important messages before others* should be administered by the user

**Message Playback Order**  
When reviewing voice messages using the phone:

For unread messages:  Play newest first  
 Play oldest first  
 Play important messages before others

For read messages:  Play newest first  
 Play oldest first  
 Play important messages before others

For saved messages:  Play newest first  
 Play oldest first  
 Play important messages before others

**Message Playback Speed**  
Default speed level for playing back messages:  of normal speed

**Date and Time Announcement**  
When reviewing voice messages using the phone:  
 Announce date and time for each message

**Voice Recognition for Addressing**  
When addressing a new voice message, let me select recipients:  
 Using voice or keypad  
 Using keypad only

## Personal Lists

- **To administer the Personal Distribution Lists for sending voice messages to multiple recipients**
  - Select *Personal Lists* from the left tree
  - You can administer lists 11-99 and provide a name for each list
  - Administration requires that you know the mailbox number of the recipient

### Personal Lists

Use personal distribution lists to send voice messages to multiple recipients

Personal list:

---

List name:

List number:

Members:

First Name:	Last Name:	Mailbox:
No Records Found		

New member (mailbox):

## Password

- **The password used when logging-in from your phone can be administered/changed using the Web User Options. To administer/change the password:**
  - Select *Password* from the left tree
  - Provide and confirm the new password

## Important Phone Numbers

**Telephone Help – 701-231-8401**